taken a number of decisions for implementation during the year to provide focus on customer satisfaction in the changing telecom scenario. The details of new norms are as under :—

(1) Restoration of long term safe custody of telephones will be done on overriding priority within one month of receiving the request and short term safe custody will be done within a week of receiving the request or on the day specified by the customer whichever is later.

(2) STD/ISD facilities will be provided within 48 hours of receipt of request from the customer.

(3) Barring those cases which are due to excess metering on prolonged interruptions in service, any refunds to the customer would be paid within 60 days. Interest will be payable in case of delays beyond this period. The DOT will set up vigilance squads to check tampering of telephone equipment.

(4) Existing procedure for use of landlord's telephone by tenant has been simplified. A joint declaration from the landlord and the tenant along with a fee of Rs. 100/- will be sufficient for an agreed period.

(5) Registration for new telephone connection at a place can be done by post. Standard format will be made available in all customer service centres for this purpose, simplified forms will be used for new telephone connections.

Long time involved in reaching the dak

7048 SHRI RAMJI LAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the total number of post offices in the country;

(b) whether Government are aware that at some places dak reaches after an interval of a week;

(c) if so, by when this system would be streamlined;

(d) the number of complaints received by Government in this regard during the last three years; and

(e) the details of action taken thereon?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The total no. of post offices in the country is 152786 as on 31.03.1994.

(b) Government have laid down broad norms for the time-interval between the posting and delivery of letters, which is one to five days, following the day of posting, depending on the destination and the nature of destination. But this does not apply to remote areas which are difficult of access where it may take one or two days more than the norm. The norms are subject to satisfaction of specified conditions. In the event of conditions not being satisfied, which are occasional, delays are possible.

(c) Streamlining of the mail system with a view to providing better service is a continuing exercise within the department.

(d) The number of complaints received regarding delay in delivery of mail including money orders during the last three years is as under:—

Year	No. of complaints about delay in delivery/payment of money order
1992	96841
1993	100817
1994	105115

(e) Complaints are investigated and suitable remedial measures are taken.

उत्तर प्रदेश की दूरसंचार सलाहकार समिति

7049. श्री सत्य प्रकाश मालवीय: क्या संचार मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या उत्तर प्रदेश दूरसंचार सलाहकार समिति का गठन किया जा चुका है;

(ख) यदि हां, तो तत्संबंधी ब्यौरा क्या है; और

(ग) यदि नहीं, तो इसे कब तक गठित किए जाने की संभावना है?

संचार मंत्रालय के राज्य मंत्री (श्री सुखराम): (क) जी नहीं।

(ख) उपर्युक्त (क) के उत्तर को देखते हुए प्रश्न नहीं उठता।

(ग) एक राज्य स्तर के दूरसंचार सलाहकार समिति के स्थान पर चार आंचलिक (जोनल) दूरसंचार सलाहकार समिति बनाने का निर्णय लिया गया है जिनका मुख्यालय क्रमशः बरेली, वाराणसी, देहरादून तथा लखनऊ होगा। उत्तर प्रदेश के लिए इन चार आंचलिक (जोनल) दूरसंचार सलाहकार समिति के गठन की प्रक्रिया चल रही है।

इलाहाबाद में टेलीफोन हेतु प्रतीक्षा सूची

7050. **श्री सत्य प्रकाश मालवीय:** क्या संचार मंत्री यह बताने की कृपा करेंगे कि:

(क) 30, अप्रैल, 1995 की स्थिति के अनुसार इलाहाबाद जिले में टेलीफोन कनेक्शनों की प्रतीक्षा सूची में कुल कितने व्यक्ति हैं; और

(ख) प्रतीक्षा सूची के सभी व्यक्तियों को कब तक टेलीफोन कनेक्शन दिए जाने की संभावना है?

संचार मंत्रालय के राज्य मंत्री (श्री सुखराम): (क) 30.4.95 की स्थिति के अनुसार इलाहाबाद जिले में 4311 व्यक्ति प्रतीक्षा-सूची में दर्ज थे।

(ख) 1995-96 के विस्तार कार्यक्रम के आधार पर उपरोक्त प्रतीक्षा-सूची में दर्ज व्यक्तियों को मार्च, 1996 तक टेलीफोन प्रदान कर दिए जाने की आशा है।

Installation of switching capacity telephone lines

7051. SHRI SURESH PACHOURI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government propose to install nearly two million telephone lines of switching capacity in the country, during 1995-96,

(b) if so, the details thereof;

(c) how many switching capacity telephone lines are likely to be installed in Madhya Pradesh during the said period, with district-wise details thereof; and

(d) if not, the reasons thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) a target of providing two millions Direct Exchange Lines (DELs) in the Country has been fixed for 1995-96. Circle-wise details are as per statement-I (See below)

(c) and (d) Nearly 85,000 DELs are planned to be installed in Madhya Pradesh during 1995-96. District-wise details are as per statement-II.

Statement-I

Details for Two million lines in the country

S.No.	Circle	DELs
1.	Andhra Pradesh	134000
2.	Assam	10000
3.	Bihar	40000
4.	Gujarat	145000
5	Haryana	40000
6.	Himachal Pradesh	20000
7.	J & K	5000
8.	Karnataka	136000
9.	Kerala	200000
10.	Madhya Pradesh	85000
11.	Maharashtra	185000
12.	North East	10000
13.	Orissa	25000
14.	Punjab	140000
15.	Rajasthan	110000
16.	Tamil Nadu	145000
17.	U.P. (East) (West)	145000
18.	West Bengal	20000
19.	Andaman & Nicobar	700
20.	Bombay MTNL	100000
21.	Delhi MTNL	260000
22.	Calcutta	90000
23.	Madras	125000

Statement-II

District-wise details of Direct Exchange Lines likely to be installed in M.P. Telecom. Circle during 1995-96.

Name of District	DELs
Balaghat	405
Bastar	705
Betul	212
Bhind	510
Bhopal	6056
Bilaspur	3400
Chattarpur	510